James City County
VIRGINIA
Jamestown 1607

Building Safety and Permits
buildingsafetyandpermits@jamescitycountyva.gov

24-Hour Inspection Request and Permit Information Line
757-253-6625

▶ **What is the IVR Phone System?**

The Interactive Voice Response (IVR) phone system is an automated system available to contractors, homeowners, property owners, tenants, agents, and inspectors for accessing individual application and permit information and for scheduling all construction inspections.

To access the system as a **contractor**, you must know the last six digits of your state contractor's license, the class (A, B, C, or D), permit number and pin number (assigned to you by Building Safety and Permits).

To access the system as a **homeowner, property owner, tenant** or **agent**, you must have your permit number and pin number (assigned to you by Building Safety and Permits).

▶ **How do I request an inspection or access permit information?**

Call 757-253-6625:

To request an inspection or access permit information, press 1

- With your contractor number and pin, press 1
- With your permit number and pin, press 2
- To access permit information as an inspector, press 3
- To schedule multiple inspections of the same type, press 4

To access permit application information, press 2

- With your contractor number and pin, press 1
- With your application number and pin, press 2
- As an inspector, press 3

For our business hours and address, press 3

▶ **When requesting inspections, what are the codes to use?**

- For **Building Inspections**, use these codes:
  - **20** Masonry Fireplace Rough-in
  - **30** Footing **35** Concrete-encased electrode
  - **40** 1st Foundation (also known as Block on Footing, Wall, or Projection)
  - **50** 2nd Foundation (also known as floor joist, box, or slab) **55** Concrete Slab
  - **60** Framing (automatically schedules all trade rough-ins for new SFD) **65** Air Barrier
  - **70** Insulation
  - **80** Final
  - **82** Dampproofing (drain tile)
  - **86** Masonry FP Final
  - **90** Prefab Fireplace Rough-in
  - **94** Masonry FP Final
  - **98** Erosion and Sediment Control

- For **Electrical Inspections,** use these codes:
  - **20** Slab
  - **40** Rough-in
  - **50** Release
  - **60** Final

- For **Plumbing Inspections**, use these codes:
  - **20** Slab
  - **30** Rough-in
  - **40** Final
  - **50** Water
  - **60** Sewer
  - **70** JCSA

- For **Mechanical Inspections**, use these codes:
  - **20** Rough-in
  - **30** Final

- For **Gas Inspections**, use these codes:
  - **20** Rough-in
  - **30** Release
  - **40** Final

For an automated list of inspection types, press #

▶ **What are some other features of the IVR System?**
- Change the inspection request date
- Cancel an inspection
- Check inspection results
- Listen to inspector or plans examiner comments

**101 Mounts Bay Rd., Bldg. E
Williamsburg, VA 23185**